



Commission for
Communications Regulation

Update of EU Roaming Rules for Mobile Phone Users

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| | Information Notice |
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EU Roaming Rules updated from 1 July 2022

1. Since 15 June 2017, customers are charged the domestic retail price for using their mobile phone when travelling in any EU country and the EEA (Iceland, Liechtenstein and Norway) – this is referred to as “Roam Like At Home” (RLAH).¹
2. As from 1 July 2022, RLAH has been extended by Regulation (EU) 2022/612² (“the new rules”) until 30 June 2032.

What are the new rules?

3. As part of the new rules additional measures are introduced with a view to increasing transparency for roaming customers and, helping to avoid roaming customers incurring unexpected charges (bill shock). These measures will provide additional benefits for an improved roaming experience.
4. Users will benefit from these new rules for the next 10 years, until 30 June 2032, and they will continue to be charged at the same rates for calls made or received, SMS messages sent or, data services used when roaming in a EU or EEA country as they would if they were at home.
5. Now that the UK has left the EU, Irish consumers are not entitled under EU law to the EU RLAH rates when travelling in the UK. A number of Irish operators have chosen to extend RLAH type pricing for Irish based consumers when roaming in the UK, but it is advisable to contact your provider to check the up-to-date prices and mobile allowances that may apply when travelling in the UK (or countries outside the EU and EEA).³
6. Irrespective of the commercial approach taken by Irish mobile operators, mobile customers will continue to have legal protections around roaming, such as:
 - being informed of any roaming charges they could incur if and when they use mobile devices outside of the EU and EEA (including in the UK);
 - being alerted when charges are incurred or, the data roaming cap (€61.50 including VAT) is reached;
 - being informed about how to effectively avoid inadvertent roaming⁴ (ComReg

1 The first EU Roaming Regulation was introduced in August 2007 to cap the cost of mobile phone roaming in the EU and a number of Regulations have been published since 2007 that dealt specifically with mobile roaming. Regulation 2015/2120 of the European Parliament and of the Council of 25 November 2015 introduced Roam Like At Home (“RLAH”), effective from 15 June 2017.

2 REGULATION (EU) 2022/612: [EUR-Lex - 32022R0612 - EN - EUR-Lex \(europa.eu\)](#)

3 Roaming in the EU <https://www.comreg.ie/roaming-in-the-eu/#:~:text=Since%20June%202017%2C%20Irish%20consumers,in%20the%20Republic%20of%20Ireland.>

4 Under the Roaming Regulations providers shall inform consumers on how to avoid inadvertent roaming and take reasonable steps to protect their consumers from paying roaming charges for

has information for consumers on its [website](#) in relation to this);

- being notified if their contractual terms are changed.
7. Whenever you arrive in any EU or EEA country, an automatic message will be sent to your phone by your operator containing basic information about roaming. This will include applicable charges and any fair use data limit (“Fair Use Limits”) that the operator may apply as well as how to access the 112 emergency number free of charge.
 8. In respect of any financial threshold applied to data, your operator should inform you when the data roaming cap €50 (excluding VAT) has been reached or, when you have reached any other financial limit which you may have chosen. You will be asked to confirm if you wish to continue. Additionally, as part of the new rules, your operator should inform you when you have used €100 (excluding VAT) in a monthly billing period. The notification must indicate the procedure you should follow if you wish to continue using roaming services. Customers may opt out of (and, if they change their minds) back into, receiving these notifications.
 9. In addition, the new rules ensure that operators provide greater transparency with regard to (i) the use of value-added services when roaming and (ii) the use of roaming on non-terrestrial public mobile communications networks (see below), to ensure a genuine RLAH experience in terms of (iii) quality of service, and (iv) access to emergency services when roaming.

The cost of value-added services when roaming

10. The new rules help ensure that mobile users are better informed about value-added services that if used while roaming can incur additional costs. For example, calls to customer service numbers, helpdesks numbers etc., made in Ireland can be free of charge or cost less, but when roaming additional charges may apply.
11. Your operator, will be required (in addition to basic pricing information) to inform you in the notification (SMS) you receive when crossing the border into another EU or EEA country about the type of value-added services including freephone phone numbers that may be subject to charges when phoning them from abroad. This information on value-added service phone numbers should include a link to access a dedicated webpage providing up to date information about charges applicable including to freephone numbers when roaming. Information on value-added service phone numbers should also be found in your contract.

Connecting to a non-terrestrial public mobile communications network

12. If traveling by boat on open water or during a flight, your mobile phone may connect to a non-terrestrial network (e.g., a satellite network provided on board the aircraft or boat). These services are not covered by RLAH and may be subject to charges other than RLAH prices.
13. Your network operator must alert you through an automatic message if your mobile phone connects to a non-terrestrial network and about additional charges for using voice and SMS roaming services on so-called non-terrestrial networks. To help avoid a risk of roaming customers incurring unexpected charges (bill shock) and from paying charges for data services for inadvertently roaming on a non-terrestrial public mobile communications network operators may offer services, such as the possibility to opt-out from roaming on planes and boats.

The quality of the service experienced while RLAH

14. The new rules extend to the quality of mobile service users may experience while roaming in the EU/EAA.
15. As part of the quality of service measures, users should benefit from a similar level of quality of service when using the services when travelling in the EU/EEA as they would if you were at home. For example, if you are a 5G customer at home you should also have access to 5G services while roaming when this is available in another member state.
16. In some cases, it may not be possible to offer a similar quality of service when roaming because the network might not be as good as the one you use at home, though your operator should do its best to offer a similar quality of mobile service abroad as at home when this is technically possible.

Accessing emergency services when roaming

17. If traveling abroad, you should automatically receive a message to remind you of the 112 facility and, from 1 June 2023, the notification should include information about the available alternative means of reaching emergency services, such as through real time text or apps.
18. If you are not able to make a voice call to '112' you may use these alternative means of access to emergency services.

End-users with disabilities

19. Additionally, the operator must provide end-users with disabilities with the basic personalised pricing information on the roaming charges (including VAT) including information in relation to Fair Use Limit by voice call, free of charge if they request.

Fair usage and data

20. Your operator can apply a fair use policy for data which can include a roaming volume limit in certain circumstances.⁵ For example, if you have unlimited GB or very low-cost data services (e.g., you pay less for a GB of data than the maximum regulated price in 2022 of 2€/GB + VAT), your operator may apply a Fair Use Limit on data usage at the domestic price when roaming in the EU and the EEA.
21. If this is the case, the operator will have to inform you in advance about applying such a limit. In addition, the operator must alert you in case you reach 80% of your Fair Use Limit and when your Fair Use Limit is reached, where applicable, indicating the charges that may apply on exceeding the Fair Use Limit.
22. If you use more data than your expected 'Fair Use Limit', you can continue using data while roaming for an extra charge (on top of RLAH), which cannot be more than the EU-wide maximum regulated price ("data price cap"). The new rules set lower maximum wholesale charges, currently set at 2€/GB + VAT and which will progressively decrease to 1€/GB + VAT by 2027.⁶

| Price Cap | 2022 | 2023 | 2024 | 2025 | 2026 | 2027 - Onwards |
|--------------------|-------------|----------|----------|--------------|----------|----------------|
| Data | €2/GB | €1.80/GB | €1.55/GB | €1.30/GB | €1.10/GB | €1/GB |
| Voice Call | €0.022 | | | €0.019 €/min | | |
| SMS (Text Message) | €0.004 /SMS | | | €0.003 €/SMS | | |

23. You benefit from these lower maximum wholesale charges used as part of the operator's calculation of a Fair Use Limit, where applicable, and also should help ensure that all operators are able to offer competitive RLAH subscriptions to consumers.

Calculation Fair Use Limit

The actual fair use' data limit depends on the monthly amount you pay for your mobile contract, based on a regulated formula. If you want to check the operator's calculation, here is how:

The roaming data volume must be at least twice the volume obtained by dividing the price of your mobile bundle (excluding VAT) by 2€/GB, the regulated maximum wholesale price.

$2 \times (\text{price of mobile bundle excluding VAT} / \text{regulated maximum wholesale cap per GB}) = \text{data limit (in GB) when roaming}$

⁵ In order to help prevent abusive or out of the ordinary usage of roaming services by customers and that permanent roaming is avoided.

⁶ The cost to operators for using networks abroad to provide services to you as a consumer when you are roaming in the EU/EAA.

Further Information

General Roaming information

<https://www.comreg.ie/advice-information/roaming-2/using-your-mobile-within-the-eu/>

Emergency Call Answering Service (112 / 999)

www.112.ie

<https://www.comreg.ie/advice-information/emergency-call-answering-service/>

How can ComReg help?

ComReg's consumer care team can assist in informing you of what your service provider's obligations are and your associated rights.

If you have a complaint about a roaming matter, we advise that you raise the matter directly with your service provider, who is obliged to have complaint procedures in place, and having lodged a complaint allow 10 working days before contacting ComReg's consumer care team who will then review the issue. Where appropriate, we will escalate it on your behalf to your service provider. We will also give you a realistic idea of the likely outcome of your complaint.

How can I contact ComReg's Consumer Care team?

- By phone: (01) 804 9668 (9.00am to 5.30pm, Monday to Friday)
- By email: consumerline@comreg.ie or businessconsumers@comreg.ie
- Text so we can call you back - Send a text with the word COMREG to 51500 (standard SMS rates apply) to receive a call back
- Text so we can text you back - Send a text with the word ASKCOMREG to 51500 (standard SMS rates apply) outlining the issue to receive a text back
- By post: Consumer Line, ComReg, 1 Dockland Central, Guild St, Dublin 1 D01 E4X0
- Web Chat and online form: www.comreg.ie

APPENDIX 1 Relevant Legislation

REGULATION (EU) 2022/612 of the European Parliament and of the Council of 06 April 2022 on roaming on public mobile communications networks within the Union (recast)

S.I. No. 315/2022 - European Communities (Mobile Telephone Roaming) Regulations, 2022

REGULATION (EU) 2015/2120 of the European Parliament and the Council of November 25, 2015 laying down measures concerning open internet access and amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services and Regulation (EU) No 531/2012 on roaming on public mobile communications networks within the Union

Communications (Mobile Telephone Regulations) Regulations 2013 (S.I. No. 228 of 2013) as amended by **Communications (Mobile Telephone Roaming) Regulations 2013 (Amendment) Regulations 2017** (S.I. No. 240 of 2017)

